

Muthuraman N

Senior Project Manager, Chennai, India

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PROFESSIONAL SUMMARY

Dynamic and results-driven Senior Project Manager with a proven track record of leading and managing complex projects. Expertise in driving efficiency through strategic planning, stakeholder management, and effective execution. Skilled in Agile, Waterfall, and Scrum methodologies. Adept at fostering collaboration across cross-functional teams and delivering high-quality solutions within scope, budget, and timelines.

SKILLS

- Project Management
- Product Management
- Presales Engagement
- KPI Tracking
- Project Goals and Milestones
- Documentation Management
- Contract Preparation
- Training and mentoring
- Cross-Functional Communication
- Scope Management
- Client Relationship Management
- Cost Control
- Quality Control
- Team Leadership
- Risk Management
- Escalation Handling
- Process Optimization
- Requirements Gathering
- Proposal Creation
- Negotiation
- Project Management Tools (Jira, ClickUp, etc)
- Google Workspace Applications

EXPERIENCE

Senior Project Manager | RootQuotient, Chennai, India

March 2025 - Present

- **Project Delivery Ownership:** Managing end-to-end project execution for US and East Africa-based clients, ensuring deliverables align with business objectives, timelines, and quality standards.
- **Sprint Planning:** Overseeing sprint planning and backlog grooming, ensuring optimal resource allocation, task prioritization, and timely execution of development cycles.
- **Client Communication:** Acting as the primary liaison for clients, maintaining transparent and regular communication to ensure expectations are managed and satisfaction is consistently high.
- **Project Discovery:** Overseeing in-depth discovery sessions to gather requirements, define scope, and outline project objectives, laying a solid foundation for execution.
- **Escalation Handling:** Identifying, managing, and resolving project escalations with a proactive and solution-driven approach to minimize impact and maintain progress.
- **Task Prioritization:** Continuously evaluating and prioritizing tasks based on project goals, client urgency, and team capacity to drive productivity and delivery efficiency.
- **Delivery Tracking:** Monitoring project progress using agile tools and performance metrics, ensuring deliverables are on track and aligned with client expectations.
- **Stakeholder Communication:** Providing consistent updates to stakeholders through reports, presentations, and meetings to ensure alignment, transparency, and buy-in throughout the project lifecycle.

Senior Project Manager | doodleblue Innovations Private Limited, Chennai, India

September 2023 - February 2025

- **Project Leadership:** Directed a portfolio of projects, overseeing all phases from initiation to closure. Defined project goals, managed scope, and developed strategic plans to ensure alignment with organizational objectives.
- **Cross-Functional Coordination:** Worked closely with various teams, including development, design, and operations, to ensure seamless execution of project plans. Fostered collaboration and maintained open lines of communication to keep all parties informed and engaged.
- **Resource and Budget Management:** Efficiently managed project budgets and resources, optimizing allocation to meet financial targets and ensure projects were delivered within budget.
- **Client and Stakeholder Engagement:** Acted as the primary point of contact for clients, addressing their needs and concerns promptly. Built and maintained strong relationships with stakeholders to ensure project success and client satisfaction.
- **Performance Monitoring:** Regularly assessed project progress against milestones and key performance indicators. Used this data to identify potential issues early, implement corrective actions, and drive projects towards successful completion.
- **Risk Management:** Proactively identified and mitigated risks to prevent project delays and ensure successful delivery. Developed contingency plans and responded swiftly to emerging challenges.
- **Process Improvement:** Continuously evaluated project workflows and processes to identify opportunities for improvement. Implemented best practices to enhance efficiency and effectiveness.
- **Mentorship:** Mentored and supported fellow project managers, promoting a collaborative and target-driven atmosphere.
- **Sprint Planning:** Developed and managed project sprint plans, including milestones and resource allocation strategies.

Program Manager/ IT Business Analyst | Star Health and Allied Insurance Co. Ltd, Chennai, India

May 2022 - September 2023

- **Strategic Project Oversight:** Managed complex programs, developing detailed plans and ensuring alignment with organizational strategies.
- **Stakeholder Communication:** Facilitated effective communication with stakeholders, including senior management and cross-functional teams.
- **Quality Assurance:** Collaborated with product and engineering teams to ensure high-quality deliverables that met business needs.
- **Data-Driven Decision Making:** Leveraged data analysis to inform project decisions, conducting risk assessments and impact evaluations.
- **Change Management:** Oversaw the implementation of new features, supporting user acceptance testing and validating changes.
- **Team Leadership:** Guided project teams, fostering a collaborative environment and encouraging high performance.
- **Requirement Gathering:** Collaborated with the business team to gather detailed requirements, ensuring alignment with project objectives and stakeholder needs.
- **User Stories Development:** Developed user stories and acceptance criteria for new features and enhancements.

Business Analyst | Rajam Agency, Tirunelveli, India

April 2020 - May 2022

- **Requirements Gathering and Analysis:** Engaged with stakeholders to understand business needs and gather detailed requirements. Analyzed these requirements to develop solutions that addressed key challenges and improved operational efficiency.

- **Process Optimization:** Identified inefficiencies and implemented solutions to streamline business processes. Designed and executed change management strategies to facilitate the adoption of new technologies and practices.
- **Data Analysis and Reporting:** Conducted in-depth analysis of sales data and financial metrics to support strategic decision-making. Developed reports and dashboards to provide insights into business performance and trends.
- **Vendor and Customer Relations:** Managed vendor relationships to ensure the delivery of high-quality services and products. Maintained strong customer relationships to ensure satisfaction and address any issues promptly.
- **Innovation and Implementation:** Prototyped and tested new solutions, such as automated email & SMS processes, to enhance business operations. Led the implementation of these innovations to improve efficiency and productivity.
- **Financial Management:** Performed budgeting and forecasting activities to support financial planning and business growth. Analyzed financial performance to identify opportunities for cost savings.

AWS Intern | Tech Mahindra, Chennai, India

January 2020-March 2020

- **AWS Reporting:** Developed and automated AWS reports using Excel Macros to enhance reporting efficiency.
- **Data Analysis:** Analyzed AWS data to generate insights and support decision-making processes.
- **Workflow Improvement:** Collaborated with team members to improve data reporting workflows and ensure accuracy.

EDUCATION

MS Software Engineering | Vellore Institute of Technology, Chennai

2014 - 2020

Activities & Societies:

- TechnoVIT 2017 - Core Committee
- TechnoVIT 2016 - Registration Committee
- Event Managers Club - Member

CERTIFICATIONS

Project Management Professional (PMP) – In Progress

- Completed instructor-led training course.
- Preparing to apply for the PMP exam.

HOBBIES AND INTERESTS

- **Tech Enthusiast:** Keeping up with the latest technology trends, gadgets, innovations and their applications in daily life.
- **Home Automation:** Enthusiastic about integrating smart home devices and optimizing home systems for convenience.
- **Traveling:** Avid traveler with a focus on exploring new places, learning about different cultures, and gaining unique experiences.

LANGUAGES

Tamil: First Language

English: Proficient